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PATENTS 2/20/01
T.R.L.

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: **ALEKSANDER SZLAM,
JAMES W. CROOKS, JR., AND DEAN H. HARRIS**)
Serial No. **09/437,414**)
Filed: **November 10, 1999**)
For: **METHOD AND APPARATUS FOR DYNAMIC AND
INTERDEPENDENT PROCESSING OF INBOUND
CALLS AND OUTBOUND CALLS**)

Art Unit: **2742**

Prior Application Examiner:
Huyen Le

**PRELIMINARY AMENDMENT
CHANGE OF CORRESPONDENCE ADDRESS**

Commissioner of Patents & Trademarks
Washington, D.C. 20231

Sir:

Prior to first examination of the subject patent application, please amend the priority claim, the title, and the claims as shown below.

*Place after
line 1 of
the Spec.
Add
3/22/02*

Priority Claim:

This is a continuation of US Patent Re. 36,416, filed as application no. 08/449,887 on May 25, 1995, which is a reissue of US Patent No. 5,214,688, filed as application no. 07/533,489 on filed June 5, 1990.

In The Title:

Please change the title to: --Dynamic And Interdependent Processing Of Inbound And Outbound Communications--.

In The Claims:

Please cancel claims 1-92, and add new claims 93 - 101 as shown below.